

Behavioral Health Home (BHH) services

Managed Care Organization (MCO) Contact Information

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How to use this directory

For each product and provider listed, you will find contact information for the following:

- Provider Directory
- Notification
 - Fax or email a copy of the Determination of Eligibility for BHH Services (DHS-4797) to notify the managed care organization (MCO) that an enrollee has begun or ended behavioral health home (BHH) services
- BHH Services Contact
 - Call, email or fax to the designated contact if you need to do the following:
 - Tell the MCO that an enrollee has been hospitalized
 - Tell the MCO that an enrollee has received care in an emergency department
 - Determine if an enrollee has been assigned an MCO case manager or care coordinator
 - Communicate about an enrollee's care plans when they have an assigned case manager or care coordinator through the MCO
 - Address a billing issue not resolved through Provider Help Desk
 - Ask questions about contracting with the MCO
- Provider Services
 - Call or email Provider Relations if you need to do the following:
 - Address a problem with service authorization for a covered service other than BHH services
 - Address a billing issue
 - Identify duplicate services (in some cases)
 - Request the contact information for the MCO assigned care coordinator when enrollee's medical condition requires additional support
- Member Services
 - Call or email Member Services if you need to do the following:
 - Find a provider for the enrollee
 - Address a problem with transportation for the enrollee
 - Obtain a new member ID card
 - Ask about prior authorization requirements for specialist care, services, etc.
- PCA
- Utilization Management
 - Call or fax to obtain authorization of home care state plan benefits, i.e. skilled nurse visit
- Care Coordination
 - Call this number to obtain the name and contact information for the enrollee's care coordinator
- Other

Minnesota Senior Health Options (MSHO)

BluePlus

BluePlus	MSHO Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management Fax: 844-429-7757
BHH Services Contact	866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Personal Care Assistance (PCA)	Medical Management: 651-662-5540 or 800-711-9868 Fax: 651-662-4022 or 866-800-1655
Utilization Management	866-518-8448, fax 800-505-1193 or www.availity.com
Care Coordination	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	MSHO Contact Information
Provider Directory	Visit http://www.healthpartners.com/hpcare and select <i>Find a Doctor, Dentist or Clinic</i> Printed copies are mailed to new members Request a printed copy: <ul style="list-style-type: none"> • Member Services: 952-967-7998 or 866-885-8880 • TTY: 952-883-6060 or 800-443-0156
Notification	Behavioral Health Utilization Review fax: 952-853-8830
BHH Services Contact	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 Fax: 952-853-8830
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156 Mon. – Fri., 8:00 a.m. to 6:00 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
PCA	Call Member Services to request a PCA assessment or PCA services or fax assessments to: 952-853-8712

HealthPartners	MSHO Contact Information
	For questions call 952-883-6333
Utilization Management	Medical Policy: Fax to 952-853-8712 For questions call 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Itasca Medical Care

Itasca Medical Care	MSHO Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545
BHH Services Contact	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Provider Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Member Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
PCA	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Utilization Management	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Care Coordination	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545

Medica

Medica	MSHO Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630. Contact the member’s assigned care coordinator for all other notifications or care plan communication
Provider Services	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327

Medica	MSHO Contact Information
	Medical Providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Customer Service: 952-992-2580 or 888-347-3630
PCA	Contact the member’s assigned care coordinator
Utilization Management	Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630
Other	Contact the member’s assigned care coordinator

PrimeWest

PrimeWest	MSHO Contact Information
Provider Directory	https://www.primewest.org/delegate/resource/document/d6c9684e-94d8-4c2c-8a5f-e7d92a7a4dbd Or call the Member Services Contact Center at 866-431-0801 (toll free)
Notification	Utilization Management: 866-431-0803, fax: 866-431-0804
BHH Services Contact	Nancy Euteneuer <ul style="list-style-type: none"> • Phone: 320-335-5316 • Email: nancy.euteneuer@primewest.org • Fax: 320-762-5934
Provider Services	Provider Contact Center: 866-431-0802 Email: providercontactcenter@primewest.org
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
PCA	Jennifer Bundy <ul style="list-style-type: none"> • Phone: 320-335-5351 • Email: Jennifer.Bundy@primewest.org • Fax: 320-762-5934
Utilization Management	Utilization Management: 866-431-0803, fax: 866-431-0804
Care Coordination	Jennifer Bundy <ul style="list-style-type: none"> • Phone: 320-335-5351 • Email: Jennifer.Bundy@primewest.org • Fax: 320-762-5934
Other	Any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	MSHO Contact Information
Provider Directory	Provider directory: https://mnscha.org/?page_id=271 Member Services: 866-567-7242 (toll free)

South Country Health Alliance	MSHO Contact Information
Notification	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
BHH Services Contact	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
Provider Services	Mayo Clinic Health Solutions/ South Country Provider Service Center: 800-995-4543
Member Services	Member Services: 866-567-7242
PCA	South Country Health Services Department: 866-722-7770, 507-431-6939 or 507-431-6394 Email: countyinfo@mnscha.org , or contact member’s care coordinator directly
Utilization Management	South Country Health Services Department: 866-722-7770, 507-431-6939 or 507-431-6394 Email: countyinfo@mnscha.org , or contact member’s care coordinator directly
Care Coordination	Member Services: 866-567-7242

UCare

UCare	MSHO Contact Information
Provider Directory	https://www.ucare.org/Pages/default.aspx MSHO Member Services: 612-676-6868 or Toll free: 866-280-7202
Notification	Behavioral Health fax: 855-260-9710
BHH Services Contact	Case Management Intake: 612-676-6622, toll free: 866-242-2497, fax: 612-884-2057 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	MSHO Member Services: 612-676-6868, toll free: 866-280-7202
PCA	PCA Intake: 612-676-6705, toll free: 877-447-4384, option 2, option 4 PCA fax: 612-884-2094
Utilization Management	Medical Utilization Management - Clinical Services: 612-676-6705, toll free: 877-447-4384, fax: 612-884-2499
Care Coordination	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

UCare	MSHO Contact Information
	Case Management Intake: 612-676-6622, toll free: 866-242-2497
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

Minnesota Senior Care Plus (MSC+)

BluePlus

BluePlus	MSC+ Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management fax: 844-429-7757
BHH Services Contact	866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
PCA	Medical Management: 651-662-5540 or 800-711-9868 Fax: 651-662-4022 or 866-800-1655
Utilization Management	866-518-8448, fax 800-505-1193 or www.availity.com
Care Coordination	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	MSC+ Contact Information
Provider Directory	Visit http://www.healthpartners.com/hpcare and select <i>Find a Doctor, Dentist or Clinic</i> Printed copies are mailed to new members Request a printed copy: Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156
Notification	Behavioral Health Utilization Review fax: 952-853-8830
BHH Services Contact	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 Fax: 952-853-8830
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880

HealthPartners	MSC+ Contact Information
	TTY: 952-883-6060 or 800-443-0156 Mon. – Fri., 8:00 a.m. to 6:00 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
PCA	Call Member Services to request a PCA assessment or PCA services or fax assessments to: 952-853-8712 For questions, call 952-883-6333
Utilization Management	Medical Policy: Fax to 952-853-8712 For questions, call 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Itasca Medical Care

Itasca Medical Care	MSC+ Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545
BHH Services Contact	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Provider Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Member Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
PCA	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Utilization Management	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Care Coordination	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545

Medica

Medica	MSC+ Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155

Medica	MSC+ Contact Information
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630. Contact the member’s assigned care coordinator for all other notifications or care plan communication
Provider Services	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Customer Service: 952-992-2580 or 888-347-3630
PCA	Contact the member’s assigned care coordinator
Utilization Management	Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630
Other	Contact the member’s assigned care coordinator

PrimeWest

PrimeWest	MSC+ Contact Information
Provider Directory	https://www.primewest.org/delegate/resource/document/d6c9684e-94d8-4c2c-8a5f-e7d92a7a4dbd Or call the Member Services Contact Center at 866-431-0801 (toll free)
Notification	Utilization Management: 866-431-0803, fax: 866-431-0804
BHH Services Contact	Nancy Euteneuer <ul style="list-style-type: none"> • Phone: 320-335-5316 • Email: Nancy.Euteneuer@primewest.org • Fax: 320-762-5967
Provider Services	Provider Contact Center: 866-431-0802 Email: providercontactcenter@primewest.org
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
PCA	Jennifer Bundy <ul style="list-style-type: none"> • Phone: 320-335-5351 • Email: Jennifer.Bundy@primewest.org • Fax: 320-762-5934
Utilization Management	Utilization Management: 866-431-0803, fax: 866-431-0804
Care Coordination	Jennifer Bundy <ul style="list-style-type: none"> • Phone: 320-335-5351 • Email: Jennifer.Bundy@primewest.org • Fax: 320-762-5934
Other	Any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	MSC+ Contact Information
Provider Directory	Provider directory: https://mnscha.org/?page_id=271 Member Services: 866-567-7242 (toll free)
Notification	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 Email address: gchavez@mnscha.org
BHH Services Contact	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 Email address: gchavez@mnscha.org
Provider Services	Mayo Clinic Health Solutions/ South Country Provider Service Center: 800-995-4543
Member Services	Member Services: 866-567-7242
PCA	South Country Health Services Department: 866-722-7770, 507-431-6939 or 507-431-6394 Email: countyinfo@mnscha.org , or contact member’s care coordinator directly
Utilization Management	South Country Health Services Department: 866-722-7770, 507-431-6939 or 507-431-6394 Email: countyinfo@mnscha.org , or contact member’s care coordinator directly
Care Coordination	Member Services: 866-567-7242

UCare

UCare	MSC+ Contact Information
Provider Directory	https://www.ucare.org/Pages/default.aspx MSC+ Member Services: 612-676-3200, toll free: 800-203-7225
Notification	Behavioral Health fax: 855-260-9710
BHH Services Contact	Case Management Intake: 612-676-6622, toll free: 866-242-2497, fax: 612-884-2057 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	MSC+ Member Services: 612-676-3200, toll free: 866-203-7225
PCA	PCA Intake: 612-676-6705, toll free: 877-447-4384, option 2, option 4

UCare	MSC+ Contact Information
	PCA fax: 612-884-2094
Utilization Management	Medical Utilization Management - Clinical Services: 612-676-6705, toll free: 877-447-4384, fax: 612-884-2499
Care Coordination	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493 Case Management Intake: 612-676-6622, toll free: 866-242-2497
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

Special Needs Basic Care (SNBC)

HealthPartners

HealthPartners	SNBC Contact Information
Provider Directory	Visit http://www.healthpartners.com/hpcare and select <i>Find a Doctor, Dentist or Clinic</i> Printed copies are mailed to new members Request a printed copy: <ul style="list-style-type: none"> Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156
Notification	Behavioral Health Utilization Review fax: 952-853-8830
BHH Services Contact:	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 fax: 952-853-8830
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156 Mon. – Fri., 8:00 a.m. to 6:00 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
Utilization Management	Medical Policy: Fax to 952-853-8712 For questions, call 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Medica

Medica	SNBC Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327

Medica	SNBC Contact Information
	Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630. Contact the member’s assigned care coordinator for all other notifications or care plan communication
Provider Services	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Customer Service: 952-992-2580 or 888-347-3630
Utilization Management	Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630

Hennepin Health

Hennepin Health	SNBC Contact Information
Provider Directory	Provider Services: 800-647-0550 or find provider information on our website at https://hennepinhealth.org/
Notification	Utilization Management: 612-596-1504, fax: 612-677-6222
BHH Services Contact	Karen Berg-Moberg <ul style="list-style-type: none"> • Phone: 612-596-9944 • Karen.berg-moberg@hennepin.us • Fax: 612-677-6222
Provider Services	Provider Services: 800-647-0550
Member Services	Cornerstone Solutions (SNBC): 612-596-1507 Hennepin Health: 612-596-1036
Utilization Management	Utilization Management: 612-596-1504, fax: 612-677-6222
Care Coordination	Member Services, Hennepin Health: 612-596-1036

PrimeWest

PrimeWest	SNBC Contact Information
Provider Directory	Prime Health Complete (dual eligible product): https://www.primewest.org/delegate/resource/document/01a56e3a-e5bb-471c-8594-c672fed29414 Special Needs BasicCare (SNBC) (Medicare only): https://www.primewest.org/delegate/resource/document/01a56e3a-e5bb-471c-8594-c672fed29414

PrimeWest	SNBC Contact Information
	Or call the Member Services Contact Center at 866-431-0801 (toll free)
Notification	Utilization Management: 866-431-0803, fax: 866-431-0804
BHH Services Contact	Nancy Euteneuer <ul style="list-style-type: none"> • Phone: 320-335-5316 • Email: Nancy.Euteneuer@primewest.org • Fax: 1-320-762-5934
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
Utilization Management	Utilization Management: 866-431-0803, fax: 866-431-0804
Care Coordination	Jennifer Bundy <ul style="list-style-type: none"> • Phone: 320-335-5351 • Email: Jennifer.Bundy@primewest.org • Fax: 1-320-762-5934
Other	Any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	SNBC Contact Information
Provider Directory	Provider directory: https://mnscha.org/?page_id=271 Member Services: 866-567-7242 (toll free)
Notification	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
BHH Services Contact	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
Provider Services	Mayo Clinic Health Solutions/ South Country Provider Service Center: 800-995-4543
Member Services	Member Services: 866-567-7242
Utilization Management	South Country Health Services Department: 866-722-7770, 507-431-6939 or 507-431-6394 Email: countyinfo@mnscha.org , or contact member’s care coordinator directly
Care Coordination	Member Services: 866-567-7242

UCare

UCare	SNBC Contact Information
Provider Directory	https://www.ucare.org/Pages/default.aspx Connect (SNBC) Member Services: 612-676-3395, toll free: 877-903-0061
Notification	Beacon Health Options fax: 855-307-6981
BHH Services Contact	Case Management Intake: 612-676-6503, toll free: 866-242-2497, fax: 612-884-2057 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	Connect (SNBC) Member Services: 612-676-3395, toll free: 877-903-0061
Utilization Management	Medical Utilization Management - Clinical Services: 612-676-6705, toll free: 877-447-4384, fax: 612-884-2499
Care Coordination	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493 Case Management Intake: 612-676-6622, toll free: 866-242-2497
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

Families and Children (PMAP and MinnesotaCare)

BluePlus

BluePlus	Families and Children Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management fax: 844-429-7757
BHH Services Contact	866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Utilization Management	866-518-8448, fax 800-505-1193 or www.availity.com
Other	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	Families and Children Contact Information
Provider Directory	<p>Visit http://www.healthpartners.com/hpcare and select <i>Find a Doctor, Dentist or Clinic</i></p> <p>Printed copies are mailed to new members</p> <p>Request a printed copy:</p> <ul style="list-style-type: none"> Member Services: 952-967-7998 or 866-885-8880 <p>TTY: 952-883-6060 or 800-443-0156</p>
Notification	Behavioral Health Utilization Review fax: 952-853-8830
BHH Services Contact	<p>Behavioral Health Triage Line: 952-883-7774, toll free: 866-443-0928</p> <p>Fax: 952-853-8830</p>
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	<p>Member Services: 952-967-7998 or 866-885-8880</p> <p>TTY: 952-883-6060 or 800-443-0156</p> <p>Mon. – Fri., 8:00 a.m. to 6:00 p.m.</p> <p>To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439</p>
Utilization Management	Medical Policy: Fax to 952-853-8712
Other	To refer members to Disease, Case and Lifestyle Management programs, complete the form on the Provider Portal

Itasca Medical Care

Itasca Medical Care	Families and Children Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545
BHH Services Contact	<p>Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)</p> <p>Member Services fax: 218-327-5545</p>
Provider Services	<p>Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)</p> <p>Member Services fax: 218-327-5545</p>
Member Services	<p>Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)</p> <p>Member Services fax: 218-327-5545</p>
Utilization Management	<p>Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)</p> <p>Member Services fax: 218-327-5545</p>

Hennepin Health (Metropolitan Health Plan)

Hennepin Health (Metropolitan Health Plan)	Families and Children Contact Information
Provider Directory	Provider Services: 800-647-0550 or find provider information on our website at https://hennepinhealth.org/
Notification	Utilization Management: 612-596-1504, fax: 612-677-6222
BHH Services Contact	Karen Berg-Moberg <ul style="list-style-type: none"> • Phone: 612-596-9944 • Karen.berg-moberg@hennepin.us • Fax: 612-677-6222
Provider Services	Provider Services: 800-647-0550
Member Services	Member Services, Hennepin Health: 612-596-1036
Utilization Management	Utilization Management: 612-596-1504, fax: 612-677-6222
Other	Member Services, Hennepin Health: 612-596-1036

PrimeWest

PrimeWest	Families and Children Contact Information
Provider Directory	https://www.primewest.org/delegate/resource/document/01a56e3a-e5bb-471c-8594-c672fed29414 Or call the Member Services Contact Center at 866-431-0801 (toll free)
Notification	Utilization Management: 866-431-0803, fax: 866-431-0804
BHH Services Contact	Nancy Euteneuer <ul style="list-style-type: none"> • Phone: 320-335-5316 • Email: Nancy.Euteneuer@primewest.org • Fax: 320-762-5934
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
Utilization Management	Utilization Management: 866-431-0803, fax: 866-431-0804
Other	Any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	Families and Children Contact Information
Provider Directory	Provider directory: https://mnscha.org/?page_id=271 Member Services: 866-567-7242 (toll free)
Notification	Gretchen Chavez, Behavioral Health Program Manager

South Country Health Alliance	Families and Children Contact Information
	<ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
BHH Services Contact	Gretchen Chavez, Behavioral Health Program Manager <ul style="list-style-type: none"> • Phone: 507-431-6065 • Fax: 507-431-6329 • Email address: gchavez@mnscha.org
Provider Services	Mayo Clinic Health Solutions/ South Country Provider Service Center: 800-995-4543
Member Services	Member Services: 866-567-7242
Utilization Management	For members on a DSD waiver, fax form DHS-5841 to 507-431-6329 For members not on a waiver, fax authorization form to 888-889-7822 Forms can be found at mnscha.org/?page_id=298 To address a problem, contact South Country Health Services Department at 866-722-7770

UCare

UCare	Families and Children Contact Information
Provider Directory	https://www.ucare.org/Pages/default.aspx PMAP Member Services: 612-676-3200, toll free: 800-203-7225
Notification	Behavioral Health fax: 855-260-9710
BHH Services Contact	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	PMAP Member Services: 612-676-3200, toll free: 800-203-7225
Utilization Management	Medical Utilization Management - Clinical Services: 612-676-6705, toll free: 877-447-4384, fax: 612-884-2499
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

Additional Resources

- Please note: Waivers for people with disabilities services are authorized by the person's county of residence or county contracted case managers.
 - Please see the DHS website for more information on home and community-based service waivers. mn.gov/dhs/people-we-serve/people-with-disabilities/services/home-community/programs-and-services/hcbs-waivers.jsp.
- [Greater Minnesota PMAP and MinnesotaCare Contact Mental Health and Chemical Health Services \(DHS-4484\) \(PDF\)](#)
- [Medical Assistance \(PMAP\) and MinnesotaCare Contact Grid for Mental Health and Chemical Dependency Services for Metro Area \(DHS-4485\) Health Plan Contacts for Care Coordinator or Navigator Information 2015 \(DHS-6518A\) \(PDF\)](#)
- [MHCP Managed Care County Advocates and State Ombudsman February 2016 \(DHS-6666\) County Managed Care Contacts \(DHS-6666A\) \(PDF\)](#)
- [DHS Publications, forms, and resources - web page](#)